Machine Translated by Google

Autonomous non-profit organization

support for humanitarian programs

"Russian Humanitarian Mission"

Volunteer work in the emergency zone:

organizational and psychological aspects

Kuznetsova

Tatyana Yuryevna

Moscow

2017

Machine Translated by Google

Content

Introduction 3

Glossary 6

Chapter 1 eight

Chapter 2 17

Chapter 3. Affected population in the emergency zone: what is going through and what needs 23

Chapter 4 45

Conclusion 52

Literature 53

Machine Translated by Google

Introduction

Every year in Russia, the popularity of the topic of volunteering gaining momentum. The term "volunteering" (or "volunteering") intuitive, despite the many interpretations. Each a person formulates it for himself in one way or another, and for sure in these definitions will be an understanding of activity without coercion, without calculation for the extraction of profits aimed at the benefit of society or individual representatives who need help. It's obvious that Volunteers (volunteers) are people with an active lifestyle, seeking to realize their skills and abilities, helping those who are in this especially needs.

The development of volunteering in our country is possible only to greet. However, this activity has a number of features, which carry some dangers and limitations. Let's stop at this in more detail. The types of volunteering are really very diverse: from accompaniment of cultural events, where a lot of joy and fun, before working in areas of humanitarian crises, where accumulated grief and suffering. Volunteer chooses what will be engage, at your own discretion, as they say, "at the call of the heart." All attempts to regulate volunteer activities in today face a key problem: the person, who, on his own initiative, without material gain, in his own free time, decides to engage in socially useful work, very it is difficult to obey some rules introduced from outside, especially if he does not really understand why he should expose himself to some additional restrictions.

Zones of emergency situations (hereinafter referred to as ES) and humanitarian crises, where a lot of people need different types of help, always attracts

Machine Translated by Google

a large number of volunteers. Man's desire to help
who especially needs it, without worrying about their own comfort and
well-being is undoubtedly worthy of respect. However, the appearance in the zone
Volunteer emergencies, unorganized or poorly organized, not
prepared for specific emergency situations without special
knowledge and skills, entails a danger, first of all, for themselves,
and also for the population they came to help, not to mention
those additional difficulties that may arise in
representatives of state organizations performing functions for
elimination of the consequences of emergencies.

Throughout the rest of the presentation, it will be stated
what kind of dangers and difficulties are we talking about.

This monograph is aimed at the formation of a number of knowledge and skills, primarily in the field of organizational and psychological
readiness of volunteers to work in emergency situations and humanitarian crises.

The book includes five sections. In the first section "Psychological
readiness of a volunteer to work in an emergency zone: what it consists of and how it is
form" gives an idea of psychological readiness and its
importance for the success of the activity, a review of the psychological
important qualities of the personality of a volunteer, ethical standards are formulated
behavior of a volunteer in the emergency zone.

The second section "A little about stress and its manifestations" reveals
the concept of "stress", the patterns of its course, the forms of manifestation in
intellectual and emotional spheres of personality. Outlining the material
this section, the author set himself the task of teaching the reader to see
manifestations of stress in others and monitor your own
condition in an emergency.

Machine Translated by Google

In the third section “Affected population in the emergency zone: what is going through and what it needs” accumulated empirical the author's observations based on the results of many years of work with the victim population in emergency zones. In this section, the theoretical ideas about stress and its manifestations are reflected in real life situations. With the help of the facts, examples and methods the reader can learn to provide necessary psychosocial support for victims in emergencies, competently communicate with people who are under acute stress, take into account their physical and psychological state in their work.

The fourth section "The work of volunteers in the emergency zone: how to increase efficiency and safety of activities” gives an idea of organization of work to eliminate the consequences of emergencies, teaches to build interaction of volunteers with government organizations, operating in the emergency zone. This section provides an overview of the plots work with the affected population in the emergency zone, where activities volunteers could be most effective, and the form of such work.

Machine Translated by Google

Glossary

An emergency is a situation in a particular territory formed as a result of an accident, dangerous natural phenomena, catastrophes, natural or other disasters that may cause or have caused human casualties, damage to health people or the environment, significant material losses and violation of the living conditions of people.

Liquidation of emergencies is emergency rescue and other urgent work carried out in case of occurrence emergencies and aimed at saving lives and preserving human health, reducing environmental damage and material losses, as well as the localization of emergency zones situations, the termination of the action of dangerous factors characteristic of them.

An emergency zone is an area where there was an emergency.

Unified State System for Prevention and Elimination Emergency Situations (RSChS) is a system that unites the authorities, forces and funds of federal executive bodies, bodies executive authorities of the constituent entities of the Russian Federation, local governments and organizations whose powers include resolving issues in the field of protection of the population and territories from emergency situations.

(Federal Law of December 21, 1994 N 68-FZ (as amended on June 23, 2016) "On protection of the population and territories from emergency situations natural and technogenic)

Ministry of the Russian Federation for Civil Affairs Defense, Emergency and Relief of **natural disasters (EMERCOM of Russia)** is a federal agency

Machine Translated by Google

executive power, carrying out the functions of developing and implementation state politicians, regulatory regulation, as well as supervision and control in the field of civil defense, protection of the population and territories from emergency situations natural and man-made nature, providing fire safety and security of people in water bodies.

Adaptation is a dynamic process by which mobile functional systems of living organisms, despite variability of conditions, maintain the stability necessary for existence, development and procreation.

Stress - (from English stress - pressure, pressure, pressure, load, stress) non-specific reaction of the body to the impact, disturbing its homeostasis, as well as the corresponding state of the nervous body systems.

Grief is a strong emotion experienced by a person in connection with the loss of a loved one; at the same time it is a necessary process, through which a person works with the pain of loss, regaining a sense of balance and fullness of life.

Acute stress reactions are a transient disorder that develops in a person without any other manifestations of mental disorders in response to physical or mental stress and usually subsides after a few hours or days **(International classification of diseases of the tenth revision).**

Machine Translated by Google

Chapter 1.

Psychological readiness of a volunteer to work in the emergency zone: from what is formed and how to form it

Efficiency and safety of work of specialists in the emergency zone depends primarily on factors such as readiness and psychological readiness. Speaking of volunteers, arriving in the emergency zone for non-specialized assistance affected population, special professional skills in this case they are not required. Thus, to the fore their output psychological readiness. Every volunteer planning go to the emergency zone, you should ask yourself if he is ready physically and psychological work in special emergency situations.

When we talk about fitness, we usually mean good physical fitness and the absence of chronic diseases, that can escalate under extreme conditions. However, one must have in mind that good sports preparation and fitness, of course, useful, but not always necessary. With regard to chronic diseases, then, if you know about your disease and know how to control it, for example, medication, it will not interfere with work. Of course not it would be superfluous to consult before leaving for an emergency with your the attending physician. The situation is more complicated with the beginning acute disease: when you feel unwell, elevated body temperature, colds or acute pain syndrome, it is better to refuse trips, as there is a high probability that in extreme conditions your the condition will worsen, and instead of helping others, you yourself you will need help.

Machine Translated by Google

What do we mean when we talk about psychological readiness? Here is one of the definitions of this concept, meeting in literature psychological profile.

"Psychological readiness is a mental state which is characterized by the mobilization of resources of the subject of labor for immediate or long-term performance of a specific activity or labor task. This state helps to successfully fulfill their duties, properly use knowledge, experience, personal qualities, maintain self-control and restructure activities when unforeseen obstacles" (Druzhinin **V.N., 2001).**

Psychological readiness is a complex structure that includes a range of features.

• Motivational readiness, namely: interest in activities, the desire to successfully complete the tasks. It would seem that, the motives of a volunteer are a priori connected with the need to help people, but and here there may be some "pitfalls" when the motive for helping replaced by such motives as self-affirmation, verification of one's opportunities, the desire for thrills, etc. It might not immediately obvious not only to others, but also to the volunteer himself. However in the process of work, such motivational unpreparedness can lead to both to serious problems when performing various tasks, especially everyday nature, not related to "heroism", and to emotional burnout of the volunteer himself (the concept of "emotional burnout" will be discussed in detail in the fifth chapter of this book).

• Emotional readiness. Every person has a certain congenital type of nervous system, temperament, character traits formed during life, manner communication, ways of responding to various external influences. How

Machine Translated by Google

rule when you ask volunteers who want to work with
affected population in the emergency zone, what personality traits they
must possess, then in response you hear about “stress resistance”. How
follows from this very concept, we are talking about a person's resistance to
the impact of stress factors. Resilience can be improved
by preparing for activities in extreme conditions, however,
Each person has a number of inborn physiological and
psychological characteristics that determine its resistance to
stressful influences. For example, people who are more stressed
weak type of the nervous system, as well as with an increased level
cortisol in the body. Among the personality traits that influence
susceptibility to stress factors, note the level of anxiety,
self-assessment, subjective control, achievement motivation ratio
and avoidance. Thus, the increase in stress resistance is facilitated by: high
self-esteem, low level of personal anxiety, sense of personal
responsibility for their actions and deeds, independence and
activity in achieving their goals, motivation to achieve, and
not to avoid failure. All of these personality traits can be measured
using psychodiagnostic tests. For the formation
emotional and volitional readiness to work in the emergency zone is also important
get an idea of what emotional reactions and states
occur in people in response to extreme exposure, be able to
monitor these states in yourself, understand your feelings and experiences and
learn to control their manifestation. For example, when working with
affected population, the volunteer needs to be patient and
empathy (compassion for any current emotional state)
even in cases where victims demonstrate aggressive
reactions to stress. We will talk about this in more detail in the following
chapters. In addition, a volunteer to reduce risks when working in the area

Machine Translated by Google

Emergency for yourself and others, you need to learn to obey
certain rules and ethical standards, to follow the principles
work of humanitarian organizations, be able to work in a team and
interact with different people and representatives
official structures (and this is often a difficult task for those who
goes to the emergency zone for "romance", "heroism" and
"self-sacrifice").

• Cognitive readiness. First of all, to this kind
readiness includes knowledge, skills and abilities in the field of the upcoming
activities. The better the specialist knows what and how to do it,
the less likely it is that he will experience confusion in extreme
conditions, and, therefore, it will be more resistant to
stress factors. In addition, the readiness of the intellectual sphere
implies such a state of thinking, memory, attention, perception,
which will allow you to function effectively in extreme
conditions: to see and notice significant circumstances, to accept
adequate solutions, choose the most rational ways
implementation of the tasks set, to predict the consequences of their
actions, etc.

Psychological readiness is formed by studying
features of upcoming activities, interaction with
specialists in this field, development of their professionally important
qualities, mastering the skills of self-regulation. A number of specialists in the field
psychology represent the process of state formation
psychological readiness for activity as a sequence
related actions:

• awareness of their needs, requirements of society, team
or a task set by other people;

Machine Translated by Google

• Awareness of the goals of performing tasks, the solution of which will lead to meeting a need or accomplishing a task;

• understanding and assessing the conditions in which upcoming events, updating experience related to solving problems and fulfillment of such requirements;

• determination based on experience and assessment of upcoming conditions activities of the most rational and possible ways of solving tasks or requirements;

• forecasting their manifestations intellectual, emotional, motivational and volitional processes, evaluation the ratio of their capabilities, the level of claims and the need achieving a certain result;

• mobilization of forces in accordance with the conditions and task **(Druzhinin V.N., 2001).**

So how can a volunteer improve their psychological readiness to work with the affected population in emergency conditions? As already noted, first of all, he needs figure out your motivation. It is important to be honest with yourself and answer the question "Why am I doing this?". We have already noted above that some volunteers are sent to the emergency zone to receive new impressions, thrills, self-affirmation, verification of one's opportunities. Sometimes people go to the emergency zone "for the company." This approach to such a complex event can be considered, to put it mildly, irresponsible. Very little work with the affected population resembles an “adventure”, requires an internal readiness to accept

Machine Translated by Google

any emotional manifestations of others, often wears
routine nature.

Volunteers often decide to go to the emergency zone
spontaneously, impulsively, under the impression of what he saw in the means
mass media. Such an active life position and ability
empathize deserve respect. However, it should be remembered here
the next stage of the process of formation of psychological readiness:
the ratio of ideas about their capabilities with the presented
the requirements of the situation. Obviously, with such a spontaneous decision,
volunteer does not have all the necessary information to evaluate this
ratios. Get as much information as possible about
conditions in the emergency zone is an important factor helping to prepare for
effective and safe work with the affected population in the emergency zone.

The minimum level of volunteer preparation for the trip can be
consider its autonomy, that is, the ability to provide its basic
needs (food, water, clothing according to weather conditions)
and your accommodation (tent or means of living) for that
the number of days that the volunteer plans to stay in the emergency zone. Except
In addition, it is necessary to provide funds for transportation costs for
returning home. Sometimes at the local administration and services,
engaged in the elimination of the consequences of emergencies, it is possible
accommodate volunteers and provide them with food, but do not
it is to count, since it is not imputed to them as a duty.

The Best Form of Volunteer Engagement in Remediation
Emergency Situations and Recovery Works is a voluntary organization,
having a leader, operating principles, charter or other
documents regulating activities, rules that will be
obey all its participants, as well as certain material

Machine Translated by Google

resources. By becoming a member of such an organization, a volunteer receives the opportunity to regularly improve their knowledge and skills, necessary for him to work in the emergency zone, be involved in work by timely notification, travel in an organized manner as part of a group like-minded people, effectively integrate into the system for the elimination consequences of emergencies, increase the safety of your stay in extreme conditions by following rules and regulations organizations. Today in our country, many such organizations are in their infancy. Difficulties in their development related primarily to the lack of a regulatory framework in this areas. However, if you plan to help people in an emergency, we we can recommend in "peacetime" to choose the organization of this profile that best suits your settings and go through appropriate training.

Knowledge about the conditions in the emergency zone, about the existing state system of liquidation of the consequences of emergencies, on the specifics of the state the affected population, about the features of the information accompanying the population in the emergency zone, on the forms of social assistance and support of the population, methods of evacuation and accommodation, approaches to collection and distribution of humanitarian aid, first aid in case of injuries and acute illnesses are mandatory for the volunteer, willing to effectively provide assistance to the affected population in emergency zone. Some of these questions will be considered by us in later chapters of this book.

In addition to knowledge, it is important to acquire certain skills to work with the affected population. To build skills, you can participate in relevant training courses and trainings, and work with socially vulnerable groups of citizens, for example, providing them with humanitarian aid or providing social

Machine Translated by Google

support. This may be an activity related to
living in nursing homes, orphanages, with a search
missing people, with the support of the homeless, etc. Such forms
volunteerism is well developed, organized, has its own experience,
principles and approaches are of a regular nature, which allows not only
gain new experience, but also generalize it. Communication skills with social
vulnerable people will be very helpful when working with
injured in emergencies.

Speaking of psychological readiness, it is unfair to circumvent
attention to the methods of self-regulation used to manage
man by his mental state. Self-regulation has its
supporters and opponents. However, in order to understand, suitable
whether you this way of managing your condition makes sense with it
familiarize. Among the methods of self-regulation can be noted:
breathing techniques, neuromuscular relaxation, autogenic
training, ideomotor training, visualization and meditation. These
methods are for:

• Prevention of stress conditions or reduction of manifestations
acute stress;

• reduction degrees emotional tension
activities;

• prevent undesirable consequences of stressful
states;

• strengthening the mobilization of resources **(Leonova A. B., Kuznetsova A. S., 2009).**

Despite the apparent simplicity of the methods, their development requires
certain efforts. Proper use of management techniques

Machine Translated by Google

breathing, muscle tone, attention, imagination can significantly increase the psychological readiness for work in extreme conditions.

You can learn more about the methods of self-regulation, after reading the literature recommended by us (see the section "Literature").

Machine Translated by Google

Chapter 2

A little about stress and its manifestations

There is a lot of talk these days about the stress of hard work, with physical activity, stress, fatigue, various family and other problems. The term "stress" is often are used quite freely, a lot of confusing and conflicting definitions of this concept. We often use this a word referring to an unsuccessful day: a conflict at work, a quarrel with children or just a tedious trip in public transport. What do we mean when we talk about stress?

Initially, the term "stress" was introduced to refer to the reaction organism to effects that disrupt its homeostasis. Currently this term most often refers to a wide range of states and actions human, arising as a response to a variety of extreme influences (stressors). Thanks to stress, our body's resources mobilize and help us cope with an extreme situation. Thus, stress is adaptive in nature and is necessary.

The concept of stress was developed by the Canadian physiologist G. Selye, who first applied this physical term in biology in 1936 year. According to Selye, any sufficiently strong external stimulus (stressor), physical or mental, causes a state of stress, manifested in a certain non-specific (i.e., not dependent on nature of the stressor) response of the body. Changes occurring in body under stress, Selye called the general adaptive syndrome **(Selye G., 1960).**

Machine Translated by Google

The general adaptation syndrome develops in a certain way, going through the following phases:

1. The anxiety phase is the initial response of our body to danger or threat arising in order to help us deal with the situation. It is characterized by the activation of the system "hypothalamus - pituitary gland - adrenal cortex", which causes hormonal shifts and provides the mobilization of protective forces body in response to stressors. In this phase, there are the following physiological changes in the body: palpitations, increased heart rate, vasodilation heart, narrowing of the abdominal arteries, dilated pupils, dilated bronchial tubes, increased skeletal muscle strength, production glucose in the liver, expansion of the arteries passing through the thickness of the skeletal muscles, speeding up metabolism. Thus the biological meaning stage of anxiety is to quickly bring a person into a state of tense readiness - the readiness to fight or flee from danger.

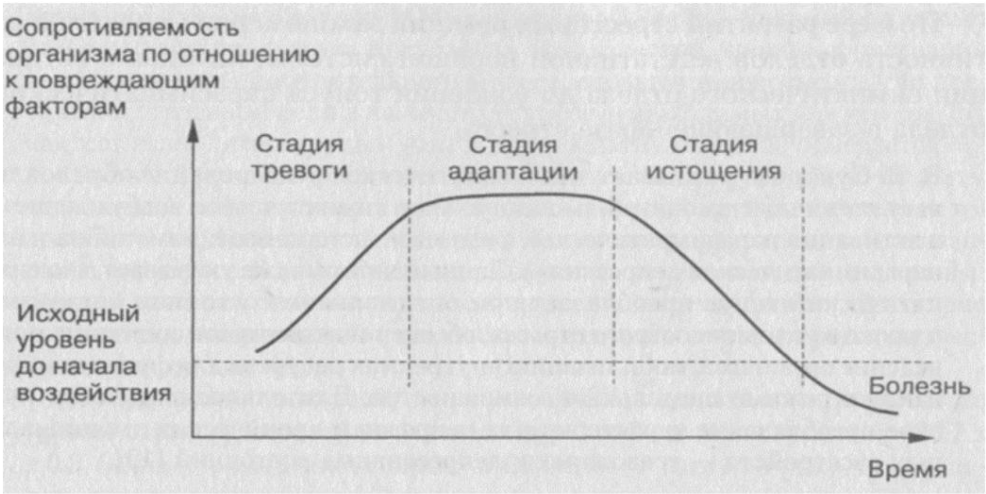
2. Phase of resistance (stability, resistance, adaptation). At this stage, there is adaptation (adaptation) to changing circumstances. Increased secretion of corticosteroids (hormones that have a pronounced effect on the water-salt, carbohydrate and protein metabolism), as a result of this, a persistent adaptation: the activity of physiological processes is sharply reduced, everything resources are spent optimally - the body is ready for a long struggle for life, its resistance to various influences is increased.

3. Phase of exhaustion. You can often find the opinion that this stage is a negative component of stress and occurs only in case of harmful effects of stress on the human body and psyche. On the in fact, the stage of exhaustion is a natural consequence resource mobilization and manifests itself in any case. Soreness

Machine Translated by Google

the state of exhaustion is determined not by the very fact of its presence, but by its degree. Excessive depletion of resources can indeed lead to illness or even (in extreme cases) death. State of exhaustion says that the energy is exhausted, the person has no more ability to cope with stress. Help can only come from the outside - either in the form of support, or in the form of elimination of the stressor.

In the works of many researchers of stress, you can find a graph development of a general adaptation syndrome - the so-called "curve stress." Its presentation may differ significantly in different sources, however, we will take the liberty of presenting one of the options (somewhat simplified, in our opinion) for clarity patterns of stress:



A natural continuation of the theory of H. Selye is the theory emotional stress R. Lazarus, which conducts the separation systemic (physiological) and mental (emotional) stress **(Lazarus R., 1970).** A necessary condition for the emergence and development psychological stress is the perception of threat. Thereby emotional stress does not occur if the situation is not perceived human as dangerous. Perception and assessment of the situation as threatening closely related to cognitive processes, personality traits person (anxiety, emotional stability, etc.) and his

Machine Translated by Google

prior experience. Therefore, the factors and situations causing the same stress for all people, regardless of their psychological and psychophysiological features do not exist **(Shoigu Yu.S., 2007).**

The state of stress covers all spheres of life person, namely: from the side of the body - its physical and functional state, on the part of the psyche - emotional, cognitive processes, the behavioral sphere and the sphere of social contacts.

Together with the development of the general adaptation syndrome of the body the emotional and intellectual spheres of the personality change. Yes, in In the first phase of stress, consciousness narrows: a person discards “unnecessary” details, concentrating on the task of survival. Attention, thinking and memory is limited and subordinate to this task. Due to the fact that human survival is largely determined by social adaptations, such a narrowing of mental functions can lead to the opposite effect: for example, a person, trying to escape, can jump out of the window of a burning house, while it is more rational it would be to find (or organize) a shelter and wait for help.
It is at this stage that the emotional sphere is characterized by frequent the occurrence of acute reactions to stress (more on them we will to speak in the third chapter). Basically, these reactions are protective and focused on survival.

At the stage of resistance, the intellectual sphere of a person differs increased productivity. Attention, memory and thinking are active, but their narrowing is still observed. Psychologists to describe it conditions often use the term "tunnel vision". cognitive processes, as it were, "snatch" out of the context of what is happening emotionally significant details, facts, events. At the same time, formed in the mind

Machine Translated by Google

"picture of the world" can differ significantly from the real one, often it simplified, and the person acts without realizing the danger and without thinking about possible defeat. Stress can change habits
the type of communication a person has with others and even his social status. For example, due to the mobilization of resources "invisible" in everyday life a person can become a leader and lead people.

Obviously, in the phase of exhaustion, there is a decrease in mental activity, weakening of attention, significant limitation of processes memorization, retention in memory and reproduction of information, namely:

• On the part of attention - a decrease in the ability to concentrate attention span, decreased attention span, unpredictable
selectivity (“tunneling of vision”); consequence of this violation
distraction, slipping away of details important for coping with the situation, “grabbing out of context” and focusing on the insignificant from the point of view
view of coping with stressor moments;

• On the part of memory - a decrease in the amount of operational and short-term memory, decreased ability to arbitrary
memorization, the emotional nature of memories; a consequence of this violations - the inability to remember important information in
required sequence;

• On the part of thinking - slowing down of thought processes, violation of logic, subordination of logic to an emotional state;
the consequence of this violation is confusion, inability to accept adequate decision, form a logical course of action,
both suggestibility and incredulity: suggestibility and
uncritical perception of facts that give a positive emotional
reinforcement (often contrary to common sense) and incredulity,

Machine Translated by Google

rejection, protest reactions in relation to information that has disappointing content, as well as to the people carrying this information.

The emotional sphere is also characterized by a general decrease activity, dullness of feelings, restraint of manifestations, lack of motives, apathy (see Chapter 3 for more details).

Machine Translated by Google

Chapter 3

Affected population in the emergency zone: what is going through and what needs

The affected population in the emergency zone can be for volunteers both an object of their activity and a threat to their security. In order to make interaction with the affected population and effective, and safe, it is necessary to understand in what condition there are people who survived the emergency, what they feel, how they can show their experiences, what help they need.

Analyzing the experience gained in observing the features development of emergencies, three periods can be schematically distinguished, which characterized by fairly general psychological conditions and reactions in victims.

The first period is the beginning of an emergency: it is characterized by a sudden onset threat to human life and health. This stage corresponds to the first stage development of stress (see the previous chapter). Dominant emotion is fear, but at the same time, a manifestation of reckless courage, especially when saving loved ones. At the same time, the critical assessment of the situation. Possible manifestation of various acute reactions to stress: it is during this period that you may encounter such reaction, like a stupor, a motor reaction is also often observed (psychomotor) arousal. Typically, in this situation, people left to themselves, they try to save themselves, or by helping a friend friend.

The second period takes place during the deployment of rescue operations and initially characterized by an increase in the activity of the victims,

Machine Translated by Google

manifestation of self-help and mutual assistance. At this time in formation behavioral and mental disorders are of great importance personality traits of the victims, as well as their awareness of not only continuing life-threatening situation in some cases, but also new stressful impacts, such as death or loss of relatives, loss houses, property. An important element of prolonged stress in this period is the expectation of repeated exposures, mismatch expectations with the results of rescue operations, the need identification of deceased relatives. During this period, the victims are in the second and third phases of stress: psycho-emotional the tension characteristic of the beginning of the second period is replaced by its end, as a rule, increased fatigue, worsening well-being with a predominance of feelings of confusion, panic reactions, a decrease in the moral normative behavior, a decrease the level of performance and motivation for it. At this stage various acute reactions to stress are possible, but special attention attract hysterical and aggressive reactions.

In the third period, starting for victims after their evacuation to safe areas, or after the cessation of actions destructive factors of emergencies, the victims have symptoms stage of exhaustion, some have a difficult emotional and cognitive processing of the situation, assessment of one's own experiences and sensations, a kind of "calculation" of losses. At the same time, they acquire the relevance of such traumatic factors as a violation habitual living conditions, the collapse of existing plans and ideas about the future, the experience of grief in connection with the death of loved ones and etc. This is the stage when the old life is no longer possible, and the new picture of the world hasn't formed yet. The characteristic emotional manifestations in this time can be apathy, aggression.

Machine Translated by Google

As a rule, volunteers begin to work with the victim population at the third stage of the above classification. However, not excluded in some cases the involvement of volunteers to work with population at the stage of deployment of rescue operations.

Approaches to working with affected populations during these phases will drastically differ. In order to understand what these differences, we turn again to psychological knowledge and consider this concept as Maslow's pyramid of needs. Pyramid of Needs reflects one of the most popular and well-known theories of motivation - the theory of the hierarchy of needs, developed by the famous American psychologist Abraham Maslow. Needs are distributed in the form pyramid, the meaning of which is as follows: all human needs can be arranged in a hierarchy from basic to highest, and a person cannot experience high-level needs until needs more primitive things. In other words, a hungry person thinks about a piece of bread, not about the meaning of life.

Consider one of the variants of Maslow's pyramid:

Machine Translated by Google

In terms of volunteer work with affected populations in the emergency zone, we are mainly interested in the three lower steps of the pyramid:

1. Physiological (or basic) needs are the needs, aimed at ensuring minimum living conditions human, such as water, food, sleep, warmth, etc. These needs are at the base of the pyramid and without their satisfaction it is impossible to improve human condition in no other way.

2. Security needs - security, absence of threats, getting rid of fear, stability of living conditions. Obviously the feeling the safety of those injured in emergency situations is undermined. Below we will talk about how to create conditions for victims in which they will feel yourself safely. But it is not difficult to understand that the need for security is not will be satisfied without satisfaction of the previous level needs: a hungry person sitting on bare ground never feel safe even if a police officer is posted around him cordon.

3. Social needs is a group of needs associated with social contacts and relationships with others, for example, the need for communication, affection, care, attention to oneself, joint activities, understanding of feelings and experiences, support and etc.

Volunteers can help disaster victims satisfying these three groups of needs, thus significantly improving their physical and mental condition.

When we talked about the fundamental differences in working with the affected population at different stages of liquidation of the consequences of emergencies, then they meant that at the stage of deployment of rescue operations, when

Machine Translated by Google

people have not yet been placed in a safe place, have not received food and drinking water, address their social motives, talk about their feelings and experiences, support them through empathy and sympathy is pointless. First you need to provide minimum living conditions for people: water, food, clothing according to the season, place them in a safe place, provide the necessary information, first aid. In this connection, one recalls story:

During the restoration work after the flood in in Krymsk, a crying woman came to the Headquarters for the elimination of the consequences of emergency situations elderly woman. Headquarters representatives were concerned about the acute reaction of the woman and decided to call a psychologist to her. Psychologist talking with a woman, I found out that she has water in her house, the neighbors already have water pumped out, and no one came to help her. The psychologist contacted Headquarters with a request to send specialized specialists to the woman with pump for pumping water, since even a good psychologist cannot change the emotional state of the victim, basic whose needs are not met.

On the other hand, if the victims are placed in a safe place (for example, in a temporary accommodation facility, about which we will discuss in more detail in the next chapter), secured food, water and other necessary accessories, then their emotional states, their needs from the social category. We faced situations where specialists created minimal living conditions, provided them with items of the first necessary, and expected that the victims would calm down and not show dissatisfaction. At the same time, they were very surprised that this was not enough, and people demanded attention to themselves and their

Machine Translated by Google

personal problems. Indeed, in such a situation it is important not to forget about people's needs for understanding, support, attention, communication.

Now let's talk about acute reactions to stress, which are often may be encountered while providing assistance to the affected population in the area Emergency. According to the International Classification of Diseases (ICD-10), acute stress reactions are transient disorders that develop in person without any other manifestations of mental disorders in response to physical or mental stress and usually go through several hours or days. Perceptions of acute stress reactions, which are traditionally described in the psychological literature, developed empirically as a result of observing these reactions in humans, experiencing acute stress. Among them are usually distinguished:

- Crying, tears;
- Stupor;
- Motor (psychomotor) excitement;
- Hysterical reactions;
- Aggression;
- Nervous trembling;
- Apathy.

Acute stress reactions are hard to ignore when providing care affected populations, therefore, volunteers need to learn how to deal with them.

So, let's go from simple to complex:

Crying, tears, emotional response.

Machine Translated by Google

Tears are the most adaptive response, they contribute to the exit and reaction of negative emotions, therefore, in the special literature Psychologists call crying an emotional response. This reaction is healthy, "correct", not requiring mandatory intervention and emergency care. At the most pronounced moments suffering man cries. Tears relieve suffering rather than finding exit, "strangle". Once a person has cried, the intensity of suffering becomes smaller. If a volunteer encounters a crying person in the emergency zone, he does not have to do something about it, especially a mistake there will be a desire to “comfort”, “calm down”. However, if there is such an opportunity, it’s good to give time to a crying person, offer him a glass of water, talk to him about his feelings and experiences or just to be around, creating around him a “zone security."

The most common mistake is comforting the crying with the words “pull yourself together, don’t cry, hold on, etc.” Usually people are very hurt by this “do not cry”, which is understood by them as: “Rather stop feeling what you feel, otherwise I'm not comfortable being next to you"; or as a devaluation of their suffering: “I see no reason to kill like that, so stop crying. Crying works like this it is painful that witnesses of tears are trying with all their might to stop this painful scene. First of all, because they themselves experience feelings of helplessness, embarrassment, fear and do not know how to behave than help and what to do in such cases.

Another mistake is trying to switch (distract) the victim's attention to less emotionally significant topics. Of course, a person can be distracted for a while, he will stop cry, answer questions, but at the same time, a person will lose opportunities to cry, get the support you need, talk

Machine Translated by Google

about what worries him most at the moment - about his
experiences.

The moments when a person cries should be treated with special respect and delicacy. You are asked to participate in your
emotional support is needed, you are given serious trust.
It is not necessary at this moment to say some important and smart words, it is enough just to be near, to talk with a person about the feelings that
at this moment he is going through, perhaps just holding the hand.

Nervous trembling.

Nervous trembling is called frequent convulsive muscle contraction,
trembling that occurs with fatigue, stress, anxiety
states, excitement. This reaction may be characteristic of
most healthy people. More often, nervous trembling is characteristic of people in an asthenic (exhausted) state. This reaction
adaptive, natural. Thus, the body discards excess
muscle tension that has arisen and accumulated during the stress response.
Shaking begins suddenly immediately after a stressful event or later
some time and is manifested by trembling of the whole body or individual
parts (for example, tremor of the limbs).

This reaction does not require any special assistance. If a person worried about such a reaction, then you can explain to the victim that such the reaction is normal, associated with nervous tension and will soon pass.

It often happens that, while helping the victim, they try to
“warm up” by covering with blankets or warm clothes. It doesn't make sense since nervous trembling is not associated with hypothermia. injured
you can cover with a blanket or drink hot tea, but only in order to
to create a feeling of comfort, security, that is, in a greater
degree, as a manifestation of concern for him.

Machine Translated by Google

Another common mistake is trying to shake
victim in order to increase nervous trembling and, as a result, its
termination. You may come across such recommendations: “need to strengthen
trembling, for this, take the victim by the shoulders and strongly, sharply
shake for 10-15 seconds. Such actions can indeed
help relieve the reaction, but they are potentially dangerous as
we cannot know if the victim has any injuries or
diseases that may be exacerbated by such actions
(for example, damage to the cervical vertebrae in a victim in an accident).

Another mistake in working with this reaction is to try to
stop, stop, that is, affect the victim
physically: hugging or holding him tightly. right in such
situations to allow the reaction to develop and end
naturally.

Stupor.

Psychogenic stupor (Latin stupor - stupor) is expressed in
sudden onset of immobility, the absence of any reactions
to what is happening. A person, despite the mortal danger, does not
moves away, cannot take a single step, not a single movement,
unable to utter a single word. His gaze is directed to one point
(which is called "unseeing sight"). It was this state that lay in
the basis of the well-known expression: "I was dumbfounded by horror." After
a person, as a rule, does not remember how to get out of this state
what was happening. It is quite difficult for specialists working in emergency situations
encounter a reaction of psychogenic stupor, as this is a short-term
a condition that occurs immediately in response to a strong stressful effect.
Usually the duration of the stupor does not exceed a few minutes.
If you suspect that a person in front of you is in a state of stupor,
do the following: persistently try to establish contact with

Machine Translated by Google

injured, call his name several times, touch his
arm, shoulder, back (tactile contact), trying to get his attention and
make eye contact. If it is not possible for a long time
establish contact with the victim, in the complete absence of reactions to
external irritants, it is necessary to transfer the victim to the doctors. In
waiting time for the arrival of doctors, you need to take care of
the safety of the victim, since he himself is not able to assess
environment (for example, move the victim from
danger zone, in case of cold take care of warming, in case of heat ensure
shadow).

We do not recommend that you independently remove the victim from this state in such ways as: by telling him some
emotionally significant information, including sharply negative,
the purpose of "returning" the victim to reality; an attempt
physical impact on the victim, causing him pain or
stimulation of the so-called "biologically active" points. These ways
are described in some developments on the topic, but, in our opinion, they are rather harmful than effective.

Motor (psychomotor) excitement.

Motor excitation, like stupor, often occurs immediately in
response to severe stress and passes through
for a while. In the time delayed from the stressful event
motor excitation rarely occurs in isolation from others
reactions, more often it accompanies such reactions as hysteria and aggression. A person rushes about, makes a lot of unnecessary movements, aimlessly
waving his arms, screaming, asking for help, sometimes not noticing
real paths to salvation. Sometimes suddenly rushes somewhere to run without any purpose. Psychomotor agitation, as well as stupor,

Machine Translated by Google

usually accompanied by a state of clouded consciousness with subsequent amnesia.

With motor excitation, a person is not aware of the committed actions, the possibility of an adequate assessment of the environment is violated situation, and as a result, the ability to assess the degree of danger (for example, a person may enter a traffic area with a busy movement, go towards the burning building). In this state the victim can cause harm not only to himself, but also to others.

If the victim, being in a state of motor excitement, somewhere rapidly leaving, you need to make an attempt prevent this: catch up with the victim, walk for some time next to him, to make sure that his movement is really a consequence described state (try to establish contact, name by name, call out), if there is no reaction, try to stop or gently, but persistently, turn in the right direction.

There is no need to use rough, abrupt tricks in order to stop a person - motor excitation can change aggressive behaviour. The victim may be much larger than you. and stronger physically, in this case use the frequently recommended reception "capture" will be simply impossible. Moreover, if it is not saving the life of the victim, such methods of work are questionable from an ethical point of view.

Apathy.

Apathy is a state of indifference indifference, in a detached attitude to what is happening around, in lack of desire for any activity. This reaction accompanied by the absence of external emotional manifestations, and sometimes, a decrease in volitional activity. emotional state and physical decline with apathy is temporary. Apathy sets in

Machine Translated by Google

depletion of the body's resources, the human psyche passes, as it were, into "sleep" mode. Gradually, replenishing internal resources, a person returns to his characteristic level of emotionality.

The following symptoms are characteristic of a state of apathy:

• apathy is subjectively felt by the victims as absolute fatigue, loss of strength, emptiness, complete reluctance to do anything to do, indifference and indifference to what is happening;

• Outwardly, we can observe such signs of apathy as lack of manifestation of emotional reactions, slow, with large pauses in speech, lethargy, lethargy are noted in behavior.

However, the victim, who is in a state of apathy, able to establish contact, maintain a conversation, adequately reacts to what is happening.

First of all, to the victim, who is in a state of apathy, support is needed. A person in this state can sit without moving for hours, not caring about food, rest, or your own security. The task of the volunteer in such cases is to take care of meeting the basic needs of the victim. Can take the following actions: establish contact with the victim (achieve eye contact, this will be a confirmation the effectiveness of your actions); maybe it won't work right away. feel free to ask questions and address the person several times. Questions should be simple, phrases clear and short. AT the conversation needs to adapt to a reduced pace and volume of speech the victim. But the volunteer's speech should be a little more energetic, slightly faster, louder and clearer than that of the victim, in order to so that, on the one hand, a large gap in tempo and loudness does not violate contact, and, on the other hand, a complete repetition of intonations the victim would not have been stimulated by an even deeper immersion in

Machine Translated by Google

state of apathy. After making contact, escort the victim in a quiet place where there is an opportunity to relax (sit down, lie down). Offer to eat at least a little or drink tea (preferably with sugar). If a there is an opportunity, offer to sleep or just lie down. Desirable do not leave the victim alone. Can be assigned to supervise injured one of the relatives, having previously explained condition specifics.

Due to the peculiarities of the state of apathy, the victim is not always draws attention to physical well-being, pain syndrome and how result, may not notice the presence of injuries and exacerbation of chronic diseases. In this case, it is advisable to invite a doctor for examination. the victim.

It will be a mistake to try to induce the victim to do something. action, appealing to his sense of duty, responsibility and conscience.

In everyday life, there is some substitution of the concepts of "apathy" and "stupor". Such confusion can lead to the wrong choice. methods of dealing with victims. Let us once again note that the fundamental difference is: the complete absence of contact with victims of stupor and the possibility of establishing contact even with extreme apathy.

hysteroid reaction.

"Hysteria" - the household name for hysterical behavior - characterized by violent emotional reaction, psychomotor excitement, with "raging" and cries or, conversely, fainting, weakness, inability to stand or walk, or complete immobility. Hysteria is characterized by a vivid display of emotions, theatricality, the need for spectators, without which hysteria loses every meaning.

Machine Translated by Google

This reaction requires priority attention, as it is emotionally contagious and can develop into a mass negative reaction.

This type of response can occur in both women and men, although the latter is much less common. Initially this unconscious type of reaction, but over time it can be fixed, especially if a person receives some bonuses from him (primary and secondary benefits). Then such behavior becomes manipulative. character, secondary benefits become the leading motive, sometimes quite conscious.

According to external signs, it can be assumed which of the victims with most likely to respond according to this type.
These people pay special attention to their appearance, strive look well-groomed, bright and even unusual. Their clothes contain catchy colors, an abundance of cosmetics, jewelry, and other accessories.

In behavior, people of the hysterical personality type differ demonstrative, all the time trying to be in the center of the universal attention. When a hysteroid enters a room, do not notice it impossible, one way or another, he will draw attention to himself. Hysteroid speech expressive. Facial expressions and gestures are varied. hysterical character gives rise to hysterical reactions. Despite the theatrics hysterical reaction, this does not mean that the person demonstrating it, pretending not to need help. His suffering is quite sincere, but they show up that way.

How to establish contact with such a victim? hysteroid the reaction develops as a sinusoid: it has an upper point (peak reactions) and the lower point (decline, breakdown). Sometimes, depending on situation, it is expedient to allow the reaction to unfold, to give emotions splash out, do not extinguish the reaction immediately. And start installing

Machine Translated by Google

contact at the moment when the reaction passed the peak point and went to
decline. At this point, the emotional intensity decreases. Should start with
establishing visual contact. Find a position where
be in front of the victim face to face. Phrases should be
short and understandable. Use the imperative in your speech.
(“Look at me!”), taking into account the peculiarities of the state, here
some directive is allowed. When the gaze of the victim
concentrated on you, and you understand that the person sees you,
achieve auditory contact ("Listen to me!"). Perhaps these phrases
will have to be repeated several times. You can then give instructions
perform a simple action (“Drink some water!”, “Breathe!”, “Sit down!”, etc.).
Thus, you completely closed the attention of the victim on yourself. FROM
at this point, you can start a dialogue with the victim, since the acute phase
reactions removed. However, it must be remembered that the reaction is cyclic, has
a tendency to repeat themselves, having reacted in a similar way once,
the person is likely to continue to give exactly this reaction.

In some cases, the hysteroid reaction may have an aggressive
component. Hysterical aggression is a combination of hysteria with loud
accusations, threats and attempts to cause physical harm.
Anything can serve as a reason for the appearance of aggression. The words
or the actions of relatives, others, specialists, hosts
participation in the liquidation of the consequences of an emergency. And in
exceptional cases, aggression can be directed even at
deceased. The algorithm of work in this case remains the same, in addition,
it is necessary to take into account the specifics of working with aggressive reactions, which
will be discussed below.

By "hysteria" is often understood something else, far from hysterical
type of personality, behavior, when the power of affect is subjectively so
great that a person is not able to experience it inside, reacting

Machine Translated by Google

comes out (splash). In everyday language, this state is called "nervous breakdown". The victim (for example, who received the news of the death close) violently splashes out emotions, can scream, commit chaotic movements, tearing your hair, sobbing, but in this case it doesn't matter at all whether there are "spectators", the reaction can begin suddenly, anywhere. This reaction is usually short-lived energy-consuming. In this case, it is important to take care of security the victim.

I would like to analyze a number of other actions that we consider erroneous when working with hysteroid reactions. Often in literature there are such recommendations for stopping the reaction: splash to the victim in the face of water or slap, or with a loud sound drop something on the floor, or do something unusual action to get the victim's attention. Years of experience work shows that when working with victims, it is possible and necessary use approaches that do not offend the person and do not humiliate dignity of the victim, in whatever condition he may be. Perhaps the most appropriate question to ask here is: how we wanted to be helped? By what methods?

By taking abrupt, unexpected actions, we cannot predict what kind of reaction they will cause in the victim. Sharp turned off the light in the mortuary at identification, or with a roar a chair thrown on the floor instead of the desired effect of "stopping tantrums" can cause a heart attack. The condition of the victims Such situations require a very careful attitude.

Aggressive reaction.

In this case, we consider aggression as a response to acute stress, as opposed to aggressiveness, which is persistent

Machine Translated by Google

personality trait and expressed in the preference for using
violent methods to achieve their goals.

Aggressive reactions to stress tend to be people with
active life position, accustomed to
control the events of your life. It is the lack of control
confusion, combined with a lot of energy, cause
human irritation, anger, manifested in the form of an aggressive reaction
to stress. The reaction is exacerbated by a lack of information or
unreliability, distrust of official representatives of the authorities, and
also exposure to psychoactive substances (alcohol; less commonly, drugs).

Aggression in an emergency, especially when there is a large
a crowd of people is a very dangerous reaction. Aggressive response from one of
victims can provoke the development of mass aggressive
tendencies in the crowd, increase social tension; aggressive
the victim's actions may cause harm to others. So
Thus, aggression is, as a rule, the output of accumulated tension,
arising as a result of a long, not ending result
expectations, feelings of helplessness, confusion, impossibility
help your loved ones or somehow influence the situation.
This reaction is characteristic, as a rule, of men, but can
observed in women. It is impossible to predict with accuracy what
may be the precipitating factor. launcher
mechanism, in this case, can be even the most insignificant
occasion. Aggression is often accompanied by increased motor
activity. The victim may, for example, walk from corner to corner,
accompanying their movements with sharp movements or blows to
surrounding objects, verbal abuse, swearing,
accusations against potential perpetrators of the situation or people
which the victim himself considers guilty.

Machine Translated by Google

Helping a victim who is showing an aggressive reaction - one of the most difficult activities in emergency situations. Here it is necessary internal readiness of a specialist to start working with a person whose behavior is potentially dangerous. His behavior may be frightening, he can threaten, rage, speak negatively on about any attempt to help him in any way. And exactly the presence of an internal readiness of a specialist to establish contact with such conditions is the criterion for deciding on the possibility work with an aggressive reaction. It should be noted that uncertain actions to establish contact can only worsen the situation.

When dealing with aggressive reactions, you do not need to enter into an argument and especially, in confrontation with the victim, to convince him, to prove, for example, that all rescue operations are carried out correctly and in term. This will lead to nothing but an escalation of the aggressive reaction.

Consider one of the possible algorithms for establishing contact with the victim, showing aggression.

Try to find such a position in relation to an aggressive person, so as not to be in a position with him confrontation, "face to face" (in case of motor excitation victim, eye contact is required). Better get close, so to look in one direction, which on a non-verbal level will be read as "we are together."

The victim must be given the opportunity to "let off steam." Not it is necessary to calm him down or shame him, but, on the contrary, if the situation allows, give him a chance to speak. Anger, harsh words, abuse, are his reaction to the current situation and are caused by overflowing experiences.

To establish contact, it is necessary to find a "point of agreement" with injured. The specialist does not have to agree with the content

Machine Translated by Google

part of the aggressive speech of the victim (accusations against administration, government, etc.), but must agree with emotional component of speech, that is, to recognize the human right to feelings he has about the situation (anger, irritation, despair, anxiety, etc.). support, understanding and participation by a specialist is the “key” to establishing contact. The difficulty lies in understanding (read) the feelings of the victim and be able to accurately name them, “reflect”. This moment is a turning point in establishing contact and the beginning work with an aggressive reaction.

The specificity of the state of the aggressive victim is that he does not have constructive (socially acceptable) ways utilization of overflowing energy, and it "comes out" through aggression. You can help the victim by offering him other options. realization of the accumulated energy.

Option 1: search for motivation (resource) to curb aggression. The motive must be emotionally significant for the victim himself. If a it worked, it is important to take care that the pent-up energy was nevertheless disposed of, that is, it had the opportunity to exit. For example, you can periodically walk with the victim, giving him speak at the same time.

Option 2: involvement in useful activities.

Invite the victim to participate in an activity that he considers useful. Activities must have for the injured meaning (e.g. caring for someone who needs help), in this case the feeling of helplessness disappears; energy finds constructive, socially approved way out. The purpose of the activity proposed aggressive victim, there should be an increase in sensation

Machine Translated by Google

self-importance and the return of the lost sense of control over
situation.

Mistakes when interacting with aggressively minded
victims may be:

• Attempts to convince, confrontation. Of course, when working with
aggressive reactions need to stimulate cognitive
processes. However, it is important to remember that while the emotional sphere
occupies a dominant position, there was no "splash"
accumulated energy, your rational arguments will remain without
attention;

• consent of the volunteer with the content component
victim's statements. This tactic will help establish
some short-term interaction with the victim, however
will significantly complicate further work to provide assistance;

• if the volunteer is not confident in his knowledge and skills or is not
feels "internal readiness" to work with a potentially dangerous
reaction, then an attempt to interact with aggressive victims
may worsen the condition of the victim, lead to an escalation of aggression,
spread it among the crowd. It also reduces the chances of other specialists
to establish contact with this person when trying again
"remove" the aggressive reaction.

In addition to the acute reactions to stress listed above, quite
Affected people often experience the following symptoms:

• in the cognitive sphere - deterioration of attention, memory, significant
decrease in the productivity of habitual activities and the ability to
planning your own activities;

Machine Translated by Google

• in the socio-psychological sphere - a tendency to conflict, self-isolation;

• physiological symptoms - eating disorders, respiratory cycle disorders, headaches, psychogenic pains in areas of the heart, psychogenic visual impairment, dry mouth, excessive muscle tension, excessive sweating, impaired menstrual cycle in women, enuresis, impaired activity gastrointestinal tract;

Taking into account the peculiarities of the cognitive processes of the victims, special requirements for the information provided to victims.

When talking to disaster victims, use short phrases with unambiguous interpretation of the meaning of what was said. People who are in in a state of acute stress, cannot retain a long phrase in memory whole, and not understanding what they are told causes them to distrust speaker and, as a result, aggression.

In the emergency zone, you often have to deal with a large congestion of people. We have previously noted such phenomena as emotional "infection", mass negative reactions. Let's talk more about the specifics of working in a crowd.

The idea of the crowd is usually formed from the personal experience of people. Almost everyone has either been in the crowd, or seen her behavior with sides. Sometimes, succumbing to simple human curiosity, people join a group that considers and discusses what that event. Growing in numbers, becoming infected with the general mood and interest, people gradually turn into discordant, unorganized gathering, or crowd.

Machine Translated by Google

A crowd is a structureless collection of people deprived of a clear perceived commonality of goals, but mutually related by similarity emotional state and the general object of attention.

Being inside the crowd, managing it is more than problematic. Much more effective is the prevention of crowd infection by identifying victims showing hysterical and aggressive reactions, and establishing contact with them. In this case, the contact is similar to that described above. When working in a crowd, it is advisable to build a space around yourself: to create a sense of one's own security (not to allow own space), not to oppose the most aggressive representatives of the crowd in space, try to go out with "provocateurs" from the crowd under some pretext.

Machine Translated by Google

Chapter 4

Volunteer work in the emergency zone: how to increase efficiency and activity safety

Elimination of the consequences of emergencies is a well-thought-out and well-tried system in which each organization has its own area of work and their tasks.

Unified State System for Prevention and Elimination Emergency Situations (RSChS) is a system that unites the authorities, forces and funds of federal executive bodies, bodies executive authorities of the constituent entities of the Russian Federation, local governments and organizations whose powers include resolving issues in the field of protection of the population and territories from emergency situations.

So that volunteering is appropriate and effective, volunteers arriving in a crisis area need to fit into this common system.

Upon arrival in the crisis zone, volunteers must report to the Headquarters of the liquidation of emergency situations on their arrival, be able to voice their tasks and opportunities, get involved in the work, finding a compromise between the direction of the headquarters and their tasks.

The main forms of work of volunteers with the affected population: "household rounds", participation in informing the victim population, assistance in accommodation in temporary accommodation centers (PVR), expert assessment of the needs of victims, collection/purchase, delivery and distribution of humanitarian aid.

A particularly important aspect for people affected by emergencies, or found themselves in another extreme situation - this is an opportunity

Machine Translated by Google

obtaining information. By creating an information space
can manage both individuals and groups of people, up to
to the crowd.

Due to the above features of cognitive processes
people under the influence of stress factors, their perception
information is of a specific emotional nature, and the lack of
information, inaccuracies, ambiguities and inconsistencies in the information
flow instantly form rumors. Hearing is a specific kind
interpersonal communication, in the process of which lies the plot, to
to some extent reflecting some real or imagined
events, which becomes the property of an extensive audience.

Let's talk about other areas of volunteer activity.
Let us turn to the issue of temporary accommodation points (hereinafter referred to as TACs).

The temporary accommodation facility for the affected population is
element subsystems of the **unified state system**
prevention and liquidation of emergency situations (RSChS).

The main **goal of creating a** TAC for a natural and
technogenic nature of the population is to provide conditions for
preservation of life and health of people in the most difficult
organizationally, the period after the occurrence of an emergency.

When organizing PVR, they are guided by the "Methodological
recommendations on the organization of priority life support
population in emergency situations and the work of points of temporary
placement of the affected population" of the Ministry of the Russian
Federation for Civil Defense, Emergency Situations and
liquidation of consequences of natural disasters.

Tasks implemented in TAPs by assisting services:

Machine Translated by Google

• organization of registration of the arriving population and its accommodation;

• Organization of life support for the evacuated population;

• informing the affected population arriving at the TAC about the situation in the emergency zone;

• submission of reports on the course of reception and accommodation of the population in CoES and other authorized organizations;

• preparation of the evacuated population for sending to points long stay.

Coordinating center for the creation and operation of TAPs is the administration of the temporary accommodation facility. Its composition depends of the number of the affected population received in emergency situations, however, as rule includes the following officers:

• Head of TAP;

• Deputy Head of the TAP;

• meeting, reception, registration and accommodation group;

• public order protection group;

• group of acquisition, dispatch and support;

• Responsible for organizing the information desk;

• medical support group;

• psychological support group;

• Responsible for organizing the mother and child room.

The head of the TAP and his deputy are appointed by order of the head local self-government body of the municipality.

The main functions of the TAP administrative headquarters are planning, organized reception and accommodation of the evacuee population, as well as supplying it with everything necessary for life support.

Machine Translated by Google

When choosing the location of the TAP, the maximum use of engineering (roads, electricity, water, heat and sewer networks) and social (medical institutions, schools, trade and public catering enterprises, household services, etc.) infrastructures of the settlement, within the boundaries of which or next to which the TRP will be determined. In case it is accepted decision on basing TAPs in rural areas, it is envisaged the possibility of outreach services to the affected population enterprises and institutions of the nearest city.

Stationary TAPs are created in accordance with the resolution of the head local self-government body of the municipality, by order of the head of the administration of the district of the city on the basis of public institutions (in cinemas, clubs, schools, sanatoriums, camps, etc.). AT depending on the specific conditions of the emergency, it can also be deployed field (tent) PVR.

In order to prevent conflict situations, it is important to consider the following factors:

TAP capacity and readiness to receive victims. *To For example, in the event of an emergency with a large number of evacuees, places for all in one PVR may not be enough. Or will it have to be placed on bare floor, etc.*

Availability of food points, sleeping quarters, places hygiene (toilet, shower).

Access to medical care. In the TAP among evacuees may be injured both with physical and with mental illnesses. In addition, against the backdrop of strong emotional loads, physiological reactions of a negative nature are also possible. And the need for medical attention may arise suddenly, therefore

Machine Translated by Google

medical personnel must be on duty in TAPs. Volunteers in
in turn, should establish contact with him and work together.

Socio-demographic data on evacuees:

sex composition, presence and number of children (based on these
data, the spatial distribution of evacuees to
PVR (so for disabled people and families with small children, if possible,
allocate a separate room, while men can
to be in less comfortable conditions);

the presence among the evacuated nursing mothers (organization
a dedicated feeding area where mother and baby can have privacy
in peace and quiet)

the presence among the evacuees suffering from diseases, with
who need specialized medicines to
timely provision of medicines in need.

Data on the provision of victims with personal property.
For example, if people are urgently evacuated during a flood,
earthquake or fire, their clothing may not be appropriate for the season.
This will allow an assessment of how urgently humanitarian assistance is needed.
help and to what extent.

Earlier we talked about the role of information in the state of the victim.
population.

Qualitatively organized information work in the TAP is
the key to creating and maintaining a normal psychological atmosphere
among the evacuated population.

The stages of information work deployment do not involve
only the establishment of constructive interaction with the Operational
headquarters, but also the determination of optimal locations for

Machine Translated by Google

information, as well as forms of bringing information to the evacuees (ads, lists, charts).

In order to prevent the occurrence of rumors and negative mass reactions, systematic reliable information is needed, with taking into account the mental state of the victims.

Arranging space for providing information to evacuees also requires special attention. The room where they will information meetings and meetings should be held meet the following requirements:

well ventilated;

have multiple inputs and outputs;

have chairs and drinking water,

be soundproofed (for example, the room is not suitable, near which the renovation is taking place).

Information should be placed only in special places organized for this (in specially allocated premises with stands). These must necessarily be places open to which easy to get in and out. You can not place an information stand in narrow corridor - this will create a crush, because information is needed to a large number of people at once.

We touched upon the issue of **humanitarian aid.** Consider it in detail. For humanitarian aid to be effective, you need to know actual needs of the victims.

It is important to correctly draw up a list of needs in which it is necessary to indicate the priority, specific needs, the required amount of the requested, considering the details, for example, the size of the garments.

The issuance of humanitarian aid also requires thoughtfulness.

Machine Translated by Google

Possible problems in the distribution of humanitarian aid:

- Formation of an uncontrollable crowd during the issuance of assistance.
- Unfair from point of view victims, aid distribution.
- Lack of necessary assistance, partial compliance helping the needs of the victims.

When issuing humanitarian aid, it is desirable to exclude free access of victims to a warehouse with property. Room for issuance must be equipped in such a way that between the warehouse and the beneficiaries were volunteers involved in extradition. If a large number of beneficiaries are expected, it is necessary to use a room where you can organize an exit separate from the input, so that the incoming and outgoing flows do not intersect. This way of organizing will help prevent possible conflicts. between people, speed up the process, distribute assistance to the most optimally, taking into account all factors. Since in the emergency zone provision of humanitarian assistance is aimed at ensuring priority needs of the population, the provision of property is made in accordance with its functional purpose, climatic conditions, age and size data. Indicators such as color, style, manufacturer's brand and other unimportant from the point of view in terms of meeting the minimum life support needs the preferences of those seeking help are not considered and may be ignored.

Machine Translated by Google

Conclusion

In order for the work of volunteers to provide assistance the affected population in the emergency zone was effective and safe, it is necessary to integrate their activities into a single system aimed at elimination of the consequences of emergencies. Volunteers who want to help people in difficult emergency situations, you need to undergo special training in daily activities, learn to interact with government agencies and organizations involved in elimination of the consequences of emergencies.

The unpreparedness of volunteers to work in emergency situations can lead to only to their inefficiency, not only to the emergence of conflict situations between them and representatives of official structures, as well as local residents, not only to their disappointment in the activities, aimed at helping the needy, but also to the unfortunate and tragic cases.

We hope that our recommendations will help volunteers to orient in approaches to work in emergency zones, to form understanding of the physical and mental state of the victim population, plan their activities based on the knowledge gained.

Machine Translated by Google

Literature

1. Federal Law of December 21, 1994 N 68-FZ (as amended on June 23, 2016) "On the protection of the population and territories from natural and man-made emergencies"

2. Rogers CR A theory of therapy, personality and interpersonal relationships as developed in the clientcentered framework // Psychology: A study of a science. Volume III: Formulations of the Person and the Social Contexts / under. ed. Sigmund Koch. - New York: McGraw-Hill Book Company, 1959. - V. 3.

3. Psychology. Textbook for humanitarian universities / Edited by V. N. DRUZHININA/St. Petersburg, Moscow • Kharkov • Minsk, 2001

4. Leonova A. B., Kuznetsova A. S. Psychological technologies management of the human condition. - M: Meaning, 2009

5. Karayani A.G. Methods of mental self-regulation. - M., 1992

6. Lobzin V.S., Reshetnikov M.M. Autogenic training. - M .: publishing house Medicine, 1986

7. Selye G. Essays on the adaptation syndrome - M. : Progress, 1960

8. Psychology of extreme situations for rescuers and firefighters / ed. Shoigu Yu.S. – M.: Meaning, 2007

9. Lazarus R. Theory of stress and psychophysiological research.// Emotional stress /Ed. L. Levy. ÿ L.: Medicine – 1970

10. Maslow AH Motivation and Personality. — New York: Harpaer & Row, 1954